

COVID-19: BuRRT FAQ'S

"STAY AT HOME" ORDER FOR THE GENERAL PUBLIC AND NON-ESSENTIAL BUSINESSES

www.santafererecycling.org

(505) 424-1850, ext. 150

The following information was last updated on May 6. The Santa Fe Solid Waste Management Agency is monitoring the COVID-19 situation closely and will notify customers if changes to BuRRT's operations occur.

Starting Monday, May 11th, the Buckman Road Recycling and Transfer Station (BuRRT) and Caja del Rio Landfill will resume regular operating hours, as follows.

- BuRRT - 8:00 am to 4:45 pm, seven days a week
- Caja del Rio Landfill – 7:00 am to 4:00 pm (cash customers), Monday through Saturday, closed Sunday
- Caja del Rio Landfill – 7:00 am to 5:00 pm (account holders), Monday through Saturday, closed Sunday

Santa Fe Solid Waste Management Agency will enforce measures to ensure the health and safety of the customers and Agency employees. These measures comport with the Stay at Home Order and associated clarifications/extensions by the Governor and will assist with mitigating the spread of COVID-19.

Q1: How long will the Stay at Home Order last?

A1: May 15 unless the Governor extends the order.

Q2: Will there be another shutdown to residents at BuRRT?

A2: The Agency intends to remain open as long as patience, social distancing and other protective measures are adhered to by customers. Mitigating measures will be monitored and adjusted to maintain the integrity of the solid waste and recycling collection system and will be based upon any Orders issued by the Governor.

Q3: What measures will be enforced to mitigate the spread of COVID-19?

A3: The following measures will be enforced to mitigate the spread of COVID-19:

- All customers MUST wear facemasks or suitable face-coverings
- Limit of two people per vehicle
- Limit one load per day for residents
- All customers must maintain at least six feet of distance between each person
- Unloading inside the transfer station will be limited to eight vehicles at a time
- Recycling drop-off center will be limited to five customers at a time
- Customers should use credit or debit cards for payment

Agency employees will limit hand-to-hand and other close interactions with customers to the least amount possible.

Q4: What will BuRRT accept from customers at this time during the pandemic?

A4: BuRRT has resumed handling all materials the facility is permitted to accept, such as:

- Household trash
- Trash from “Spring cleaning”
- Trash from cleanups of garages and backyards
- Waste from remodeling projects
- Bulky items such as old furniture, mattresses, appliances
- Green waste
- Tires
- Recyclable materials including glass bottles
- E-waste, including computers and televisions
- Household hazardous waste such as paint, oil, chemicals, batteries and fluorescent bulbs (Fridays and Saturdays only).

The Agency still encourages customers to postpone or minimize all non-essential activities due to anticipated high volumes of material. If possible, place waste and recyclables in your designated curbside cart containers as they are generated, if you have curbside trash and recycling service. This will help to limit the number of people disposing at BuRRT. Expect delays when accessing BuRRT. If you have a self-dumping trailer and are disposing of trash or construction and demolition material, you may go to the Caja del Rio Landfill.

Q5: Can customers expect long lines at BuRRT?

A5: Yes, particularly in the morning after opening and the last two hours of service.

Q6: Can I get bulky waste picked up from my residence?

Q6: The City of Santa Fe has reinstated the bulky collection on a limited basis for City residents. The City will accept “no-touch” household bulky items such as furniture, mattresses and appliances that can be lifted by a grapple truck. A limit of four items per customer is in place. No green waste will be included at this time. The City will evaluate its ability to provide services and adjust as needed. To schedule a pickup, call (505) 955-2200.

Q7: I am a horse owner. Can I bring manure to BuRRT?

A7: Yes.

Q8: Can I bring green waste to BuRRT?

A8: Yes. To be classified as green waste, the green waste load must be clean of trash debris, dirt, rock, etc. or the load will be charged as a contaminated load or you may choose to be disposed as though it is trash. When utilizing the green waste area, you must also follow the proper social distancing protocols (see Q3 for additional requirements)

Q9: Can I bring construction and remodeling debris to BuRRT?

A9: Yes. You must follow the proper social distancing protocols and additional measures described in Q3.

Q10: What are the social distancing protocols at BuRRT?

A10: Have your payment ready at the scale house. Pay with a credit card rather than cash. Customers are required to wear face masks or other suitable face covering. No more than two people per vehicle will be allowed to use our facility. Stay at least six feet away from other customers and employees. Do not park next to another customer. Heed to Agency's instructions. If you are sick, do not use BuRRT and stay home.

Q11: As a homeowner, can I bring trash from cleanups and remodeling projects to BuRRT?

A11: Yes. However, there are several options you can take.

- Hold off on your cleanup or remodeling project until lines at BuRRT are reduced. Customers should anticipate long lines when utilizing BuRRT due to required social distancing requirements and associated limits on the number of people who can be inside the transfer station.
- Store the waste on your property until lines at BuRRT are reduced.
- Use a business or request roll-off services to dispose of materials.
- Take the waste in a self-dumping trailer to Caja del Rio Landfill.

Q12: What should I do with my recyclable materials?

A12: There are several options you can take.

- The BuRRT recycling drop-off center is fully operational. Customers should anticipate long lines when utilizing BuRRT for their recycling needs due to required social distancing requirements and associated limits on the number of people who can utilize the recycling drop-off center.
- If you are a city or county resident with solid waste and recycling services, please place the recyclable materials in the recycling cart provided to you (**Excluding Glass**).
- At this time, due to both COVID-19 exposure issues and staffing levels, the City recycling drop-off locations will remain closed.
- Only County residents may take their recyclable materials to one of the Santa Fe County's convenience centers at no cost. You can check their website at http://www.co.santa-fe.nm.us/public_works/trash_and_recycling/centerinfo or contact Santa Fe County at 992-3010.

Q13: What should I do with my glass bottles?

A13: There are several options you can take. These are:

- You may take glass bottles to the recycling drop-off center at BuRRT. Customers should anticipate long lines when utilizing BuRRT for their recycling needs due to required social distancing requirements and associated limits on the number of people who can utilize the recycling drop-off center. Only five people will be allowed to use the recycling drop-off center at a time.
- Discard the glass bottles in your trash. Glass will not cause any environmental harm in a landfill.
- If possible, buy items in non-glass packaging materials that can be recycled such as aluminum cans and plastic bottles.

Q14: How should I handle computers, televisions and other electronic waste?

A14: Computers, televisions, and other electronic wastes are being accepted at BuRRT from customers. However, the Agency strongly encourages you to hold onto them, if possible, until the customer usage of BuRRT stabilizes.

Q15: **I have paint, oil and chemicals that I need to get rid from my house, how should I handle them?**

A15: Bring the household hazardous waste (HHW) to BuRRT on Fridays and Saturdays from 8:00 am to 4:45 pm.

Q16: **Can I pick up mulch or glass from BuRRT?**

A16: No, mulch and glass will not be provided at this time. We will resume as soon as we can.

Q17: **Where are BuRRT and Caja del Rio Landfill located?**

A17: BuRRT is located at 2600 Buckman Road and Caja del Rio Landfill is located at 149 Wildlife Way.

Q18: **What days are the county collection centers open?**

A18: Santa Fe County Solid Waste manages seven convenient trash and recycling drop-off locations, each with varying hours of operation. Check their website at http://www.co.santa-fe.nm.us/public_works/trash_and_recycling/centerinfo or contact Santa Fe County at 992-3010.

Q19: **What can a county resident expect at the county collection centers?**

A19: The collection centers are open and available for those living in the county with a valid punch card. Punch cards will not be punched at this time allowing free disposal to assist county residents during the COVID-19 public health emergency until further notice. County staff will document visitor's names, valid punch card numbers, vehicle license plate numbers, confirm county residency, and follow all other laws, rules, and regulations at the collection centers. Please note, all centers have limited the number of vehicles allowed on the tipping floor and in the recycling center at a time, only one trip per day per resident is allowed, and punch cards are nontransferable and must be presented by the owner of the card. "Bag Tags" are not affected by this change.

Q20: **What are the social distancing protocols at the county collection centers (stations)?**

A20: Have your proof of residency and punch card ready at the station. Heed to the County's instructions. If you are sick, do not use the station and stay home. In order to abide by social distancing requirements at each station, please expect possible delays due to the following changes:

- Eldorado and Jacona station will allow ONLY three vehicles to tipping floor and recycling center at a time.
- Nambe, La Cienega, San Marcos, and Stanley stations will allow ONLY two vehicles to tipping floor and recycling center at a time.
- Tesuque station will allow ONLY one vehicle to tipping floor and recycling center at a time.

Q21: **How can I buy a permit/punch card for the county solid waste collection centers?**

A21: City of Santa Fe residents cannot purchase county permits/punch cards. County residents can apply for a permit/punch card at the Public Works Department, Monday through Friday from 10 a.m. to 12 noon, the County's Treasurer's Office at the Administrative Complex **by appointment only**, and the Pojoaque and Edgewood satellite offices on Tuesday, Wednesday, and Thursday from 10 a.m. to noon. Go to http://www.co.santa-fe.nm.us/public_works/trash_and_recycling or contact Santa Fe County at 992-3010. Please note: The County's Treasurer's Office is currently open by appointment only. Contact their office at 986-6245 to schedule an appointment.

Q22: **I'm a city resident, my trash/recycling did not get picked up. Who can I call?**

A22: Call the City of Santa Fe Environmental Services at (505) 955-2200.

Q23: **I'm a county resident, my trash/recycling did not get picked up. Who can I call?**

A23: Check your cart for the name of the private waste hauler that provides services for you. The following is a listing of private waste haulers:

- Capital Scrap Metals, (505) 471-0740
- Ibarra's Trash Service, (505) 920-3264
- MCT Waste, (505) 345-8651
- Waste Management, (505) 892-1200

Q24: **How do I report illegal dumping in my area?**

A24: To report illegal dumping, please contact the following:

For any illegal dumps located within the City of Santa Fe: Constituent Services at (505) 955-6949.

For any illegal dumps located within Santa Fe County limits: Santa Fe County Solid Waste Compliance Officer at (505) 629-2937.

You can also report illegal dumping with the New Mexico Environment Department Solid Waste Bureau at (505) 827-0197 or through the Environmental Notification Tracking System at:

https://ents.web.env.nm.gov/public/INCIDENT_HDR_add.php

You may also contact the Santa Fe area enforcement officer, Peter J. Garcia, Sr., (505) 827-1749. If you are located outside of the Santa Fe area and have an illegal dumping issue, you can obtain the contact information for your area enforcement officer at:

<https://www.env.nm.gov/solid-waste/contact-us/#enforcementareas>

Q25: **I need other help. Who can I call?**

A25: You can call us at (505) 424-1850, extension 150. You can also visit our website at www.SantaFeRecycling.org.